

Public Accommodation Cases			
Year Case Closed	Protected Category Issue (if known)	Type of Respondent	Terms of Agreement
2000	Race/color	National chain restaurant	1) Respondent agreed to pay charging parties \$4,000 2) Respondent agreed to send letters of apology to charging parties 3) Respondent will provide diversity training for its employees
	Disability (accessibility)	Town	1) Respondent agreed to construct a ramp to provide wheelchair access to its town library 2) Respondent agreed to make the resistance on the library door comply with ADAAG standards
	Disability (accessibility)	Local restaurant	1) Respondent agreed to construct a ramp to provide wheelchair access to the restaurant 2) Respondent agreed to make the resistance on the restaurant door comply with ADAAG standards 3) Respondent agreed to continue its practice of reading its menu to person's with visual impairments
	Disability (accessible parking)	National chain retail store	1) Respondent agreed to install an accessible parking space that complies with ADAAG regulations

2001	Sexual orientation	Supervisory union	1) High school staff will participate in diversity training 2) Respondent agreed that during "Awareness Week" the school will not present debatable points such as sexual orientation
	Disability (accessible parking)	Local bank	1) Respondent agreed to pay the charging party \$1,000 2) Respondent agreed to place a van-accessible parking sign in its parking lot that complies with ADAAG requirements
2002	Sex	Pre-school	1) Respondent agreed to write a new non-discriminatory enrollment policy 2) Respondent agreed to write a letter of apology to charging party
2003	Disability (reasonable accommodation)	Local chapter of a national fraternal organization	1) Respondent agreed to adjust its procedures for signing in to accommodate charging party's disability 2) Respondent agreed to move smoke eaters to the bar area and run whenever bar is open 3) Respondent agreed to properly maintain, service and inspect its smoke eaters

	Sexual orientation/marital status (harassment)	State college	1) Respondent agreed to adjust its housing policy to be non-discriminatory 2) Respondent agreed to not discriminate against or harass any person in the terms or conditions of its student rentals
	Disability (reasonable accommodation)	Private college	1) Respondent agreed to make seating adjustments for persons with visual impairments at commencement ceremonies 2) Respondent agreed to make large print commencement programs available 3) Respondent agreed to train commencement ushers regarding ADAAG issues 4) Respondent agreed to provide literature in pre-commencement mailings regarding accommodations for persons with disabilities (through formal mediation)
	Disability (effective communication)	State agency	1) Respondent agreed to adjust its notification and application procedures to accommodate the charging party's disability (through formal mediation)

	Disability (accessible parking)	Local fitness business	<p>1) Respondent agreed to notify its employees regarding the illegal use of an accessible parking space if not a person with a disability</p> <p>2) Respondent agreed to install 2 accessible parking spaces (one van accessible) in accordance with ADAAG regulations</p> <p>3) Respondent agreed to correct its door thresholds and door handles to comply with ADAAG regulations</p> <p>4) Respondent agreed to lower its paper towel dispensers</p> <p>5) Respondent agreed to provide a ramp for the main entrance to the pool area in compliance with ADAAG regulations</p> <p>6) Respondent agreed to provide an accessible rest room that complies with ADAAG regulations</p> <p>7) Respondent agreed that if it remodels its locker rooms it will provide an accessible shower stall in accordance with ADAAG regulations</p>

2004	Disability (service animal)	Shopping mall & Security company	<p>1) Respondents agreed to allow the charging party into the shopping mall with his service animal</p> <p>2) Respondents agreed to sent the charging party a letter of apology</p> <p>3) Respondents agreed to draft a service animal policy that complies with the law and to distribute it all security guards who work at the mall</p>
	Disability (accessibility)	Large national chain retail store	<p>1) Respondent agreed to install automatic door openers</p> <p>2) Respondent agreed to renovate its restrooms to comply with ADAAG</p> <p>3) Respondent agreed to renovate hall leading to restrooms to comply with ADAAG</p> <p>4) Respondent agreed to pay charging party \$100</p>
	Disability (accessibility)	Local restaurant	<p>1) Respondent agreed to install a wheelchair ramp in accordance with ADAAG standards</p> <p>2) Respondent agreed to maintain ramp and keep it free of snow and ice</p> <p>3) Respondent agreed to designate a parking space as accessible</p> <p>4) Both parties agreed that at the present time it is not readily achievable to make the restrooms accessible</p>

	Disability (accessibility)	Local retail store	<p>1) Respondent agreed to make its stores fully accessible and in accordance with ADAAG</p> <p>2) Respondent agreed to maintain entrances, curbs and ramps to keep them free of snow and ice during business hours</p>
2005	Disability (accessibility)	Local restaurant	<p>1) Respondent agreed to create an accessible unisex restroom that complies with ADAAG (through formal mediation)</p>
	Disability (accessibility)	National motel chain	<p>1) Respondent agreed to issue a letter of apology to the charging party</p> <p>2) Respondent agreed to install automatic door openers that comply with ADAAG</p> <p>3) Respondent agreed to provide the appropriate number of accessible parking spaces that comply with ADAAG</p> <p>4) Respondent agreed to develop a written accessibility policy and distribute it to its staff</p> <p>5) Respondent's staff will participate in accessibility training</p> <p>6) Respondent agreed to provide, free of charge meeting room space for a non-profit organization that deals with ADAAG issues</p>

	Disability (accessibility)	Local bowling ally	<p>1) Respondent agreed to install ramps inside their facility to make it more accessible to persons who use wheelchairs</p> <p>2) Respondent agreed to provide the charging party with free bowling passes 1X a month for 1 year</p> <p>3) Respondent agreed to adopt a company wide policy regarding accommodating patrons with disabilities</p> <p>4) Respondent agreed to participate in an informal mediation with the charging party for the purpose of discussing the charging party's experience at the bowling ally</p>
	Disability (reasonable accommodation)	State agency	<p>1) Respondent agreed to provide recurrent training for employees about ADAAG requirements</p> <p>2) Respondent agreed to establish a protocol to assure questions about accommodating persons with disabilities is routed to the correct person</p> <p>3) Respondent agreed to provide a public notification stating that it will accommodated persons with reading disabilities</p>

2006	Disability	Law firm	<p>1) Respondent agreed to write an article for the Vermont Bar Journal about an attorney's duties when working with persons with disabilities</p> <p>2) Respondent agree to donate \$250 to Vermont Center for Independent Living</p>
	Disability (accessibility)	Vermont town	<p>1) Respondent agreed to modify the front entrance to the town hall by removing architectural barriers</p> <p>2) Respondent agreed to remove a raised lip at its entrance that impeded entrance into the town hall</p> <p>3) Respondent agreed to make any future modifications to the town hall in compliance with ADAAG requirements</p>

	Disability (reasonable accommodation)	Youth organization	<p>1) Respondent agreed to identify a contact person to discuss charging party's child's special needs</p> <p>2) Charging party agreed to have a conversation regarding their child's dietary and other special needs and will provided medical documentation for the camp</p> <p>3) Camp staff will receive training about working with campers with disabilities</p> <p>4) Respondent agreed to revise its application form</p> <p>5) Charging party agreed to provide staff with examples of how to avoid their child from being singled out because of disabilities</p> <p>6) Charging party agreed to supply camp with all medical updates regarding their child's special needs (through formal mediation)</p>
	Race/color (harassment)	Non-profit foundation	<p>1) Respondent agreed to have 2 campers send letters of apology to charging party</p> <p>2) Respondent's camp staff will participate in training about cultural differences</p>

2007	Disability (accessibility)	Private elementary school	1) Respondent agreed to replace the existing lift 2) Charging party will be appointed to the school's building and grounds committee 3) Respondent agreed to repair and maintain the access ramp to the church (through formal mediation)
2008	Disability (accessibility)	State Department	1) If Charging party becomes incarcerated in the future appropriate DOC staff will read & adhere to the HRC settlement agreement regarding accommodation of the charging party's disabilities 2) DOC will issue a written apology to the charging party 3) DOC will provide ADA training for its staff 4) Within 6 mos. DOC will develop & implement an ADA directive including a screening protocol & grievance process
	Disability	Large retail store	1) Respondent will issue a letter of apology 2) Respondent will provide charging party with a \$50 gift certificate 3) Respondent will inspect its 3 electric shopping carts & 2 wheelchairs to assure they are in good working order
	Disability	Retail store	1) Respondent agreed to comply with VT. Public Accommodation Act

	School Harassment	School supervisory union	<p>1) Respondent agreed to review & revise its bullying & harassment policies</p> <p>2) Respondent agrees to train faculty & staff re: responding to bullying & harassment complaints</p> <p>3) if student returns to the school a re-entry mtg will be held & a plan put in place to address any future issues</p> <p>4) School Superintendent will send the charging party a thank-you letter for students contribution and assistance in improving the Union's bullying and</p>
	School Harassment (race & color)	School supervisory union	<p>1) A letter stating that the principal was subject of a HRC investigation resulting in a settlement agreement will be placed in the principal's personnel file</p> <p>2) Within 90 days of the agreement the supervisory union and school will develop and adopt policies & procedures in accordance with Vermont statutes re: bullying & harassment</p> <p>3) The school will report the results of the</p>
	Reasonable accommodation	School supervisory union & town library	<p>1) Library paid charging party \$3500</p> <p>2) Town librarian to attend 2 training sessions regarding students with special needs</p> <p>3) Library and school agreed to set a protocol for story hour at the library</p>

	School harassment (perceived sexual orientation)	School supervisory union	1) Supervisory union reaffirmed their obligation to comply with VT laws re: public accommodation discrimination 2) Supervisory union agreed to review & revise its policies re: unlawful harassment of students 3) Supervisory union agrees to provide anti-bullying & harassment curriculum to its high school students 4) Specific staff will attend training re: investigating school harassment allegations 5) All staff will attend 2 1/2 day trainings re: harassment & bullying
2009	Disability - support animal	Convenience store	1) Store will implement a policy that informs each employee of the law re: service animals and the proper treatment of persons who use service animals
	Disability - access	Restaurant	1) Restaurant will install a ramp that meets ADA specs on its front porch 2) Restaurant & property owners will maintain a firm stable route from the parking area to the ramp 3) A clear route will be maintained on the restaurant porch from the ramp to the front door

	Disability	DMV	1) DMV will produce audio version of the VT Driver's Manuel 2) DMV will make the audio copies available to the public - free of charge 3) The audio manual will be updated regularly 4) DVM will produce a computerized interactive tutorial for use by the public 5) Within 90 days DVM will select a vendor to
2010	Disability	Motel Chain	1) Motel provided a letter of apology to charging party 2) Motel paid charging party \$375 3) Motel staff attended training on ADA

	Color & Race	School & Supervisory Union	<p>1) School will provide a check-in person for student and monitor events reported by student on a weekly basis - reports of unacceptable behaviors by others will be investigated immediately</p> <p>2) If student is unable to attend school because of inappropriate behaviors by others school will provide tutoring</p> <p>3) Parents will be contacted when an event is reported by student</p> <p>4) School shall create a crisis intervention team for the student</p> <p>5) School staff will be trained in issues of racism, bullying & harassment - training shall be approved by HRC</p> <p>6) School will acknowledge to student that her trust in adult school staff has been adversely affected due to the incidents underlying this charge</p> <p>7) Parties executed a separate & private financial settlement</p>

2011	Disability	School	<ul style="list-style-type: none"> 1) 504 reviewed each year prior to the start of school 2) School nurse will read a safety promotion announcement to each class annually 3) Student's aid will be made aware of fire drills prior to the drill 4) School principal will be trained by school nurse in safety issues related to the student 5) Local fire department will be informed of students unique evacuation issues & fire dept. equipment will be evaluated based on these needs
	Disability	A Local YMCA	<ul style="list-style-type: none"> 1) YMCA will include 2 hrs of ADA training for child care staff 2) YMCA will revise its ADA policy as it relates to its child care program & children with special needs 3) YMCA will conduct an annual review of its ADA Plan with all its employees & new employees
	Disability	Physical therapy office	<ul style="list-style-type: none"> 1) Outside steps will be resurfaced - so not slippery 2) Owner will consult a roof specialist to address the melting ice problem 3) All repairs will be completed by 9/30/11

	Disability	Town	<p>1) Town will meet with members of the community who have disabilities and/or are elderly to address sidewalk plowing issues</p> <p>2) Town manager and charging party will be part of that meeting</p>
	Disability	Hospital	<p>1) Hospital will develop a written policy regarding sign language services</p> <p>2) Disability Law Project & other disability groups will be part of the process</p> <p>3) Hospital will implement a training program for its staff & new employees</p> <p>4) Hospital will pay the charging party \$6000</p>
	Disability	Public High School	<p>1) 504 team will meet prior to each school yr & 504 policy will be shared at the beginning of each school yr</p> <p>2) A procedure re; the notification of fire drills will be utilized</p> <p>3) Student's current 504 plan will be shared and signed by all appropriate school staff</p> <p>4) There will be scheduled 504 mtgs to review and share information</p>
Post Determination Settlement	Breast Feeding	Restaurant	<p>1) Respondents will train all employees abt the VT's laws that allow mothers to breast feed in public</p>

	Disability	Physician's Office	1) Medical center agrees to provide deaf and hard of hearing clients w/ an ASL interpreter during visits - if the client makes a request in advance of his/her appointment
	Disability	School	1) School agrees to adopt & implement a policy re: how to work w/ persons w/ disabilities & address physical alterations to its facility 2) School union will make a check list of all accessibility needs for each school building & provide a report every 6 mos. regarding its progress in completing the tasks
	Disability	Recreational Organization	1) Staff will receive 2 hrs of annual training on ADA 2) Respondents will revise its ADA policy regarding its child care program & accommodating children with disabilities